FAQ /Questionnaire

- **What is Digital Jeevan Pramaan/ Life Certificate?**

  This is computer Generated electronic life certificate for pensioner. Jeevan Pramaan Certificate is produced for individual pensioner using his Biometric Credentials**.**

- **How is this different from traditional Jeevan Pramaan Certificate issued by Govt Officers/ Agencies?**

  For this certificate individual pensioner has not to present himself/ herself in front of seniors authorised Officers. This can be generated even from home. Only you need a internet connection and Biometric devices.

- **How can I create Jeevan Pramaan if I do not have internet?**

  Go to nearest Citizen Service Centre or designated Offices (in Delhi) available on site.

- **What is the portal Address for Jeevan Pramaan?**

  Access Jeevan Pramaan web site by using http://Jeevanpramaan.gov.in or http://lifecertificate.gov.in.

- **How can I find the CSCs / Designated Offices (in Delhi)?**

  Access Jeevan Pramaan web site by using http://Jeevanpramaan.gov.in or http://lifecertificate.gov.in in the browser and find the centre using "**Locate A Centre**" option or alternately you can send SMS to 7738299899, the SMS body must start with keyword "JPL" and after space write you pin code e.g.

  SMS   ---   JPL 110003 to 7738299899

  The Portal Reply message will have list all centres where you can visit for Jeevan Pramaan.

- **Who can visit to the CSCs?**

  Yes, Any Central Government Pensioner having pension account in Bank can go to CSC for certificate.

- **Who can visit designated Offices?**

  Any Central Government Pensioner having pension account in Bank can go to District Centre of Delhi. But Central Government Offices Centres' may be visited by their respective office Pensioners only.

- **What is required for registration on Jeevan Pramaan?**

  Pensioner needs to know his/her Aadhar Number, PPO Number, Bank Account number and branch detail, Name, Address etc.

- **How to register yourself for Jeevan Pramaan?**

  There are three ways to register –

  (a) Go to nearest CSC centre and register online using CSC services and you may have to pay nominally for this

  (b) Go to Designated Office and register yourself

  (c) Download application of your android based smart phone/tablet and register yourself (you need biometric device for this)

- **What are the biometric devices supported**

  Mantra finger print scanner, Morpho finger print scanner and Iris scanner may be used.

- **How registration processes work?**

  Pensioner's information like Pension Aadhaar number, Pensioner Name, PPO Number, Bank Account detail, Address, Mobile number etc are fed into the system though web based / client interface and finally pensioners person information are authenticated using the Aadhaar number and pensioner ha to put his finger on to the finger print scanner or eye on the Iris scanner.

  After successful authentication, transaction number is displayed on the screen and same has to be sent to Pensioner's mobile as SMS from the portal**.**

  The portal generates Electronic Jeevan Pramaan for the successfully authenticated pensioner and it is stored in the central portal database.

  The disbursing Bank access and get the Jeevan Pramaan Certicate from the portal for his pensioners though the data transfer mechanism created between portal and Bank server.

Pensioner has to inform to the Bank that his Jeevan Pramaan has been generated through online registration from Jeevan Pramaan portal.

- **Is it necessary that Pension need to be in India for Jeevan pramaan?**

  No, Individual can use Android / Windows PC based application available at Jeevan Pramaan portal and may register from any location.

- **Is the downloading of application free?**

  Yes

- **How many times individual has to register in a year?**

  Individual has to register once and later he can generate Jeevan Pramaan using Biometric authentication.

- **Do pensioner has to pay for online registration?**

  No

- **Is Electronic Jeevan Pramaan is must for a pensioner?**

  No, this facility has been given to get hassle free Life Certificate. The conventional life certificates also valid.

- **What is the procedure for getting Aadhaar Number?**

  Contact Aadhaar Enrolment Centre in your city for getting Aadhaar Number. You can find permanent Aadhaar Enrolment Centres from UIDAI Site https://appointments.uidai.gov.in/easearch.aspx.

- **Is this certificate valid?**

  Digital Life Certificate which is electronic and recognized under the IT Act. The system frees the pensioner from having to go before the Pension disbursing Authority to prove that he is alive.

- **HelpDesk No.?**

  CSC Help Desk: 011-49754975 Email: helpdesk@csclive.in

  Central Help Desk: